

OBSERVATION REPORT#59

KPMG Consulting has been unable to reserve custom numbers in accordance with Verizon-NJ's Pre-Order Business Rules, version 4.4.1.¹

Issue

In order to reserve a custom number, a CLEC is required to perform three separate transactions (Address Validation, TN Selection and TN Reservation). KPMG Consulting completed each transaction and received ERRCODE 28454 stating, "No available TNs were found which match your search criteria. Please verify your search criteria and try again." and ERRCODE ADI7022 stating, "Requested TN is not available. Please make another selection."

PON	ERRCODE
109021NN0B030003	ERRCODE 28454
109021NN0B020004	ERRCODE 28454
109021NN0B000005	ERRCODE 28454
109021NN0B000006	ERRCODE 28454
109051NN0B010002	ERRCODE 28454
109051NN0B020003	ERRCODE 28454
109051NN0B010004	ERRCODE ADI7022
109051NN0B010005	ERRCODE 28454
109051NN0B000006	ERRCODE 28454

Assessment

Verizon-NJ's inability to adequately direct CLECs on how to reserve custom numbers may be detrimental to CLECs attempts to provide adequate and effective service to its customers.

¹ Verizon Pre-Order Business Rules, version 4.4.1, publication date September 2000, release date October 2000.

This exception report is for discussion purposes only and is subject to change without notice.